

# dishNET Wireline L.L.C Service Quality Information



## Repair Bureau Access

	2021	2022
January		35
February	17	
March	19	
April	17	
May	17	
June	21	
July	19	
August	33	
September	29	
October	35	
November	33	
December	34	

## Business Office Access

	2021	2022
January		185
February	145	
March	87	
April	99	
May	66	
June	160	
July	161	
August	52	
September	100	
October	202	
November	101	
December	84	

OAR Standard: Calls Answered Within 50 seconds

**DID NOT MEET OAR STANDARD**

dishNet Wireline does not have the ability to track Oregon only calls, call detail data represents 14 state wide territory.

## Commitments for Service - Provisioning

	2021	2022
January		100.0%
February	100.0%	
March	100.0%	
April	100.0%	
May	100.0%	
June	100.0%	
July	100.0%	
August	100.0%	
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

## Trouble Report Cleared within 48 Hours

	2021	2022
January		100.0%
February	96.0%	
March	94.0%	
April	96.0%	
May	94.0%	
June	91.0%	
July	100.0%	
August	100.0%	
September	100.0%	
October	100.0%	
November	100.0%	
December	100.0%	

OAR Standard: 90%

\*Exclusion to Standard per Order 14-016, Less than 10 repairs for the month

**DID NOT MEET OAR STANDARD**

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## MONTHLY TROUBLE REPORT RATE

Wire Center	MO >2.00 <sup>1</sup>	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
dishNET Service Area	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Statewide Average</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

NOTE 1: The "Mo">2.00 column is the number of times a designated service area with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period.

